

## **Nancy Ng**

Nancy Ng is the Director of the Customers Services Branch in the Division of Medicare Health Plans Operations. She has twenty plus years of experience with the Centers for Medicare & Medicaid Services (CMS). Her areas of responsibilities include:

- Beneficiary Outreach
- Provider Outreach
- State Health Insurance Programs (SHIP) for New York and New Jersey
- Regional Immunization & Mammography Programs/Health Preventive Initiatives
- Regional Train-the-Trainer Program
- Oversees the Customer Service Representatives responsible for Parts C and D inquiries, Congressional correspondence and beneficiary telephone inquiries

Prior to her work in the Customer Services area, she was the Director of the Health Plans Branch with responsibilities for the Medicare Managed Care Program in Region II. Ms. Ng also worked in a variety of areas including Part B coverage, claims processing, Medicare Secondary payer, medical review and carriers systems testing.

Ms. Ng received her BA from the University of Rochester and her MPA from the New York University.